



Accreditation Program **Level 1 Qualification Test Study Guide**

The C.A.R.E. Level I-Qualification test is a 50 question, multiple choice test administered at predetermined times at each semi-annual conference. Any C.A.R.E. member representative may take the test. Those participating by taking the test are encouraged to be familiar with C.A.R.E.'s Code of Standards and Ethics, Bylaws, Strategic Plan, On Line Directory and Web Pages. Participants can enhance their opportunity to successfully complete the test by utilizing the study guide that follows and choosing the BEST answer to each question.

- **Understand basic information regarding C.A.R.E. including name; business information and history.** This information can be found on the home page of the C.A.R.E. Directory at www.care-online.org.
- **Be familiar with C.A.R.E.'s vision and mission:** This can be found in the 2017 C.A.R.E. Strategic Plans under "Vision and Mission" (available from Board Member or Administrator or under ORGANIZATION INFORMATION).
- **Understand and be able to define: C.A.R.E. Member; Member Representative, Responsible party, Authorized Member Representative, General Member and Associate Member.** Definitions can be found in the Code of Standards and Ethics (under "Terms") and Bylaws (Article II, Membership).
- **Understand what qualifications companies must have to be C.A.R.E. Members; General or Associate Members. Know how membership designations determine participation within the organization** (i.e. ability to vote or hold elected office). Definitions and scope of participation can be found in the Bylaws (Article II, Membership).
- **Know if and how C.A.R.E. Memberships can be transferred.** Procedure can be found in Bylaws (Article II, Membership, and Section E, Transfer of Membership).
- **Know what the Better Trade Bureau (BTB) is as well as the procedure for filing a complaint and the ratings that can be assigned.** Ask a Board Member or Debbie Sansom, BTB Chair.
- **Know how often C.A.R.E. currently holds conferences:** Review Bylaws (Article II, Membership, Section I).
- **Know acceptable means for voting by a C.A.R.E. General Member:** Review Bylaws (Article II, Membership, Section R, Proxies).
- **Be familiar with the Code of Standards and Ethics, all Articles.**
- **Understand the benefits of C.A.R.E.:** Review home page of the web site.

- **Understand what a company must do to become a member of C.A.R.E:** Review Bylaws (Article II, Membership, Section C, Qualifications).
- **Know necessary qualifications to become a C.A.R.E. Vice President, Secretary, Treasurer and President:** Review Bylaws (Article III, Directors, Section C, and Qualifications).
- **Know terms of office for Vice President, Secretary, Treasurer and President:** Review Bylaws (Article III, Directors, Section D. Election and Term of Office).
- **Know how Members can inspect the records of C.A.R.E.:** Review Bylaws (Article V, Miscellaneous Provisions, and Section A. Inspection of Corporation Records).
- **Know how the Bylaws of C.A.R.E. can be amended or repealed:** Review Bylaws (Article V, Miscellaneous Provisions, Section F, Amendments).
- **Be familiar with the Ethics Committee (i.e. who is on the committee, what they can do):** Review Bylaws (Article VII, Inquiries and Challenges, Section A).
- **Be familiar with the appeals process for Ethics complaints (i.e. how to file an appeal and who is on the Appellate Board):** Review Bylaws (Article VII, Inquiries and Challenges, Section D, Proceedings on Challenges) and (Article VII, Inquiries and Challenges, Section A, Administrative Structure and Indemnification, #3).
- **Know what the Strategic Planning Committee is, how often the Strategic plan is reviewed and the purpose of the plan:** Review the Strategic Plan (can be viewed at www.care-online.org / The Organization/Strategic Plan)..
- **Know what the C.A.R.E. Squared and Richard Gallardo Awards are, when they are awarded and who receives them.** Ask a Board Member or contact Awards Committee Chair, Debbie Sansom or Administrator, Bonnie Kosco about C.A.R.E. Squared Awards. Information regarding The Richard Gallardo Award, The Rookie of the Year Award, and The Pinnacle Award is posted on the website under “Organization Information” and then “C.A.R.E. Awards”.
- **Know definitions of industry trade associations (ARDA, NTOA, Amdetur, CVOA) and know which trade associations C.A.R.E. belongs to:** View bottom of home page of the web site.
- **Be familiar with C.A.R.E.’s On Line Directory:** View On Line Directory
- **Know procedures for sending e-blasts and logo:** Refer to New Member Welcome Letter, ask a Board member or Administrative Assistant.